AGENDA ITEM or FINAL CONTRACT REVIEW SUBMITTAL FORM

Agenda Item: Strategic Planning Update; Emergency Management

Action Requested: Discussion

Parties to the Agreement:

Term Begins: **Term Ends:** **Grant Contract #:**

Summary:

Please see the attached performance report.

Fiscal Impact: N/A

Submitted by: Katherine Haase for Emergency Manager **Submitter's Email Address:** khaase@gunnisoncounty.org

Finance Review: ○ Required ◉ Not Required

Comments:

Reviewed by: Discharge Date:

County Attorney Review: ○ Required ◉ Not Required

Comments:

Reveiwed by: Discharge Date: Certificate of Insurance Required

Yes ○ No ○

County Manager Review:

Comments:

Reveiwed by: GUNCOUNTY1\mbirnie Discharge Date: 9/21/2018

○ Consent Agenda ○ Regular Agenda ○ Worksession Time Allotted: 15 minutes

Agenda Date: 9/25/2018

Revised April 2015

Gunnison County – Managing for Results

Strategic Business Plan
Emergency Management Department
Approved April 21, 2016

Gunnison County Vision Statement	Gunnison County cherishes its sense of community and place. We strive to preserve and promote the well-being of the County's citizens, natural environment and rural character. We will deliver services and set standards that reflect our values and preserve our unique quality of life for present and future generations to enjoy.
Department Mission	The mission of the Emergency Management Department is to provide comprehensive emergency management services to Gunnison County agencies, first responders and citizens so they have the necessary tools, information and assistance to develop and implement effective mitigation, preparedness activities, and response and recovery plans.
Issue Statements	1. Extreme weather, large-scale emergencies and mass-casualty incidents will continue to present the most immediate and predictable emergency threats to the residents of Gunnison County and, due to local resource and capacity limitations, these large-scale incidents may require significant non-local assistance, which may be significantly delayed or altogether unavailable because of the remoteness of and terrain around Gunnison County. If not addressed, this will result in: • Higher than normal numbers and sizes of wildfires; • Negative economic impacts in ranching, tourism and recreation; • Increased demand on emergency response resources; and • Increased demand for Emergency Operations Center (EOC) activations and operations. 2. The continued lack of Continuity of Operations Plans (COOP), if not addressed, will result in: • Lack of understanding of departmental succession and authority; • Inability to provide basic services to citizens in emergency situations; and • Inability to meet statutory and legal requirements. 3. The continued lack of adequate staff and volunteer capacity in the EOC, if not addressed, will result in: • Inability to support Incident Command requests; • Lack of timely public warnings and notifications; • Increased risk of poor long-term planning; and • Inadequate Recovery Planning. 4. Citizen preparedness and pre-incident mitigation are crucial to the positive outcome of any emergency, and if not encouraged and fostered, will result in: • Increased risk of life-safety issues; • Increased risk of property damage/loss; • Increased pressure on first responders to mitigate above issues; and • Decreased first responder resources available for other emergencies. 5. The continued lack of a Recovery Plan will, if not addressed, result in: • Public frustration and confusion following wildfires and other emergencies; and • Inefficiencies in operations when Finance, Community Development, Public Works and other County departments are faced with the high demands that follow major incidents.
Department Strategic Results	1. 90% of public warning messages will continue to be sent within 8 minutes of receiving the request; 2. By December 31, 2016, 90% of functional activations of the EOC occur will within 10 minutes of the activation request; 3. By December 31, 2016, 75% of County staff members will be trained in NIMS appropriate to their role;

	4. By December 31, 2016, 25 people will be trained in aspects of operating the EOC; 5. By December 31, 2016, 100% of Gunnison County departments will have completed Continuity of Operations Plans; 6. By December 31, 2018, a County Recovery Plan will be approved by the BOCC.
Department Manager	Emergency Manager Scott Morrill
Department MFR Live Contact	Deputy Emergency Manager Bobbie Lucero
Program / Activity Structure	Emergency Management / Education and Support Emergency Management / Emergency Operations Center

Program	**Emergency Management**
Program Purpose Statement	The purpose of the Emergency Management Program is to provide mitigation, preparedness, response and recovery information services to the public, County departments and first responders so that they can effectively prepare for and respond to emergencies.
Program Key Results	• 10 people are trained in aspects of operating the EOC; • 65% of County staff members are trained in NIMS appropriate to their role; • 90% of public warning messages are sent within 8 minutes of receiving the request; • 90% of functional activations of the EOC occur within 10 minutes of the activation request; and • 100% of Gunnison County departments have completed Continuity of Operations Plans.
Program Manager	Emergency Manager Scott Morrill
Activity	**Education and Support**
Activity Purpose Statement	The purpose of the Education and Support Activity is to provide preparedness and emergency information to the public, county personnel and first responders so they can successfully prepare for, manage and recover from emergencies.
Services that Comprise the Activity	• Education Presentations • National Incident Management System (NIMS) Training Coordination • Preparedness Awareness Presentations and Announcements • Equipment Grants Administration and Procurement • Committee Facilitations • Needs Assessments • Risk Assessments • Emergency Response Exercises • Continuity of Operation Plan Consultations • Emergency Planning Committee Facilitations
Activity Performance Measures (Measure & Target)	<u>Result Measures:</u> • 74% of respondents to the biennial Citizen Survey indicate that emergency preparedness services offered by Gunnison County are good or excellent; • 65% of County staff members are trained in NIMS appropriate to their role; and • 100% of Gunnison County departments have completed Continuity of Operations Plans. <u>Output Measures:</u> • 12 public service announcements provided; • 20 County departmental Continuity of Operations Plans developed and/or updated; and • 30 committee facilitations provided. <u>Demand Measures:</u> • 12 public service announcements expected to be provided; • 20 County departmental Continuity of Operations Plans expected to be developed and/or updated; and • 30 committee facilitations expected to be requested. <u>Efficiency Measures:</u> • None.
Activity	**Emergency Operations Center**

Activity Purpose Statement	The purpose of the Emergency Operations Center Activity is to provide coordination and emergent informational support services to first responders, County departments, and the public so that they can successfully manage emergency incidents.
Services that Comprise the Activity	• Emergency Operations Center (EOC) Management • Emergency Operations Center Activations • Public Warnings / Notifications • Evacuation Coordinations • Out-of-Area Resource Coordinations • Emergency Reception Areas and Shelter Coordinations • Recovery Coordinations • Long Term Operational Plans • State and Federal Liaisons
Activity Performance Measures (Measure & Target)	<u>Result Measures:</u> • 90% of public warning messages are sent within 8 minutes of receiving the request; • 90% of functional activations of the EOC occur within 10 minutes of the activation request; and • 10 people are trained in aspects of operating the EOC. <u>Output Measures:</u> • 6 Emergency Operations Center (EOC) real-event activations provided; and • 24 Emergency Operations Center (EOC) trainings provided. <u>Demand Measures:</u> • 6 Emergency Operations Center (EOC) real-event activations expected to be required; and • 24 Emergency Operations Center (EOC) trainings expected to be provided. <u>Efficiency Measures:</u> • None.

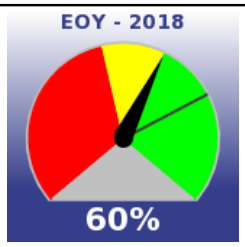
BOCC Update - Emergency Management; Education and Support

Purpose Statement	The purpose of the Education and Support Activity is to provide preparedness and emergency information to the public, county personnel and first responders, so they can successfully prepare for, manage and recover from emergencies.
Performance Narrative	

Performance Measures

Result :

Percentage of respondents to the biennial Citizen Survey who indicate that emergency preparedness services offered by Gunnison County are good or excellent.



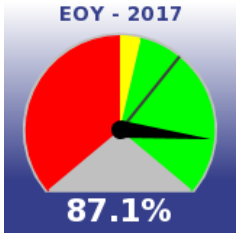
Performance Narrative:

Result • Percent • Annually YTD: 60% EOY: 60%

Low Alarm	Low Warn	Target	High Warn	High Alarm
45%	60%	74%		

Year	EOY	YTD	EOY*
2013	67%	67%	67%
2014	67%	67%	67%
2015	57%	57%	57%
2016	57%	57%	57%
2017	60%	60%	60%
2018	60%	60%	60%

Percentage of County staff members who are trained in NIMS appropriate to their role.



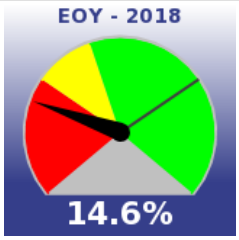
Performance Narrative:

Result • Percent • Annually YTD: 87.1% EOY: 87.1%

Low Alarm	Low Warn	Target	High Warn	High Alarm
50%	55%	65%		

Year	EOY	YTD	EOY*
2013			
2014	62%	62%	62%
2015	62.3%	62.3%	62.3%
2016	65.1%	65.1%	65.1%
2017	87.1%	87.1%	87.1%
2018			

Percentage of Gunnison County departments that have completed Continuity of Operations Plans.



Performance Narrative:

Result • Percent • Monthly YTD: 33.3% EOY: 14.6%

Low Alarm	Low Warn	Target	High Warn	High Alarm
25%	50%	100%		

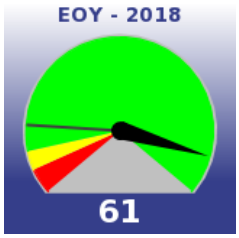
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2013	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2014	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2015	10%	10%	10%	10%	10%	10%	10%	20%	20%	25%	25%	40%	40%	40%

generated by MFR Live - a Managing Results Product © 2010-2014

2016	40%	40%	40%	40%	45%	50%	60%	65%	90%	95%	95%	100%	100%	100%
2017										66.7%	33.3%	50%	50%	50%
2018								100%					33.3%	14.6%

Output :

Number of public service announcements provided.



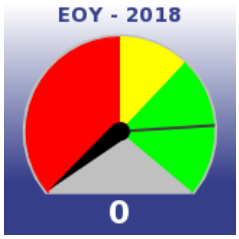
Performance Narrative:

Output • Number • Monthly YTD: 35 EOY: 61

Low Alarm	Low Warn	Target	High Warn	High Alarm
5	8	12		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2013	2	2	3	3	3	3	2	2	2	2	2	2	28	28
2014	2	0	1	6	8	3	13	26	15	5	8		87	99
2015	0	0	6	4	4	12	1	5	18	4	3	2	59	59
2016	4	1	2	0	0	5	3	4	3	1	3	5	31	31
2017	3	2	0	4	6	12	4	2	2	2	0	3	40	40
2018	2	1	1	6	9	4	8	4					35	61

Number of County departmental Continuity of Operations Plans developed and/or updated.



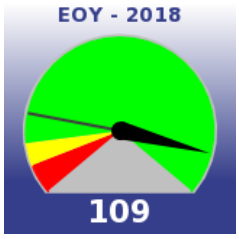
Performance Narrative:

Output • Number • Monthly YTD: 1 EOY: 0

Low Alarm	Low Warn	Target	High Warn	High Alarm
12	16	20		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2013	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2014	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2015	2	2	2	2	2	2	2	4	4	5	5	8	8	8
2016	8	8	8	8	9	10	12	13	18	19	19	20	20	20
2017	0	0	0	0	0	0	0	0	0	2	1	2	2	2
2018	0	0	0	0	0	0	0	1					1	0

Number of committee facilitations provided.



Performance Narrative:

Output • Number • Monthly YTD: 97 EOY: 109

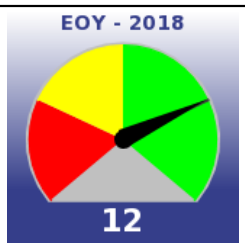
Low Alarm	Low Warn	Target	High Warn	High Alarm
16	22	30		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2013	3	3	4	3	3	4	3	3	3	4	4	1	38	38
2014	2	2	4	2	2	4	4	5	3	3	5	3	39	39
2015	3	3	5	4	3	6	2	6	2	2	3	2	41	41
2016	2	2	5	4	4	10	10	7	8	3	3	6	64	64
2017	3	3	3	20	17	15	14	15	7	3	3	6	109	109
2018	3	3	3	20	17	15	14	15	7				97	109

Demand :

Number of public service announcements expected to be provided.

generated by MFR Live - a Managing Results Product © 2010-2014



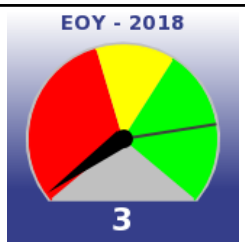
Performance Narrative:

Demand • Number • Annually YTD: 12 EOY: 12

Low Alarm	Low Warn	Target	High Warn	High Alarm
8	10	12		

Year	EOY	YTD	EOY*
2013	12	12	12
2014	12	12	12
2015	12	12	12
2016	12	12	12
2017	12	12	12
2018	12	12	12

Number of County departmental Continuity of Operations Plans expected to be developed and/or updated.



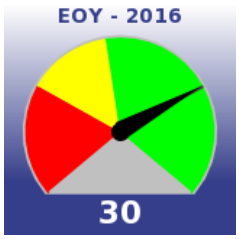
Performance Narrative:

Demand • Number • Monthly YTD: 3 EOY: 3

Low Alarm	Low Warn	Target	High Warn	High Alarm
12	16	20		

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	EOY*
2013	18	18	18	18	18	18	18	18	18	18	18	18	18	18
2014	18	18	18	18	18	18	18	18	18	18	18	18	18	18
2015	20	20	20	20	20	20	20	20	20	20	20	20	20	20
2016	20	20	20	20	20	20	20	20	20	20	20	20	20	20
2017	0	0	0	0	0	0	0	0	0	3	3	4	4	4
2018	0	0	0	0	0	0	0	1	0	3	3	3	3	3

Number of committee facilitations expected to be requested.



Performance Narrative:

Demand • Number • Annually YTD: 30 EOY: 30

Low Alarm	Low Warn	Target	High Warn	High Alarm
16	22	30		

Year	EOY	YTD	EOY*
2013			
2014	30	30	30
2015	30	30	30
2016	30	30	30
2017			
2018			

generated by MFR Live - a Managing Results Product © 2010-2014

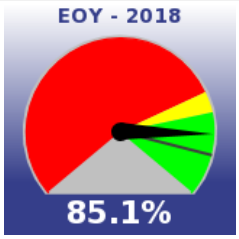
BOCC Update - Emergency Management; Emergency Operations Center

Purpose Statement	The purpose of the Emergency Operations Center Activity is to provide coordination and emergent informational support services to the first responders, County departments, and the public so that they can successfully manage emergency incidents.
Performance Narrative	

Performance Measures

Result :

Percentage of public warning messages that are sent within 8 minutes of receiving the request.



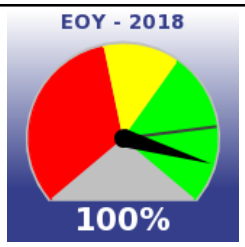
Performance Narrative:

Result • Percent • Quarterly YTD: 85.7% EOY: 85.1%

Low Alarm	Low Warn	Target	High Warn	High Alarm
75%	80%	90%		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2013		100%			100%	100%
2014	100%	100%		100%	100%	100%
2015		66.7%		100%	83.3%	83.3%
2016	100%	100%	100%		100%	100%
2017	100%	100%	100%	100%	100%	100%
2018		100%	83.3%		85.7%	85.1%

Percentage of functional activations of the EOC that occur within 10 minutes of the activation request.



Performance Narrative:

Result • Percent • Quarterly YTD: 100% EOY: 100%

Low Alarm	Low Warn	Target	High Warn	High Alarm
50%	70%	90%		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2013	100%	100%	100%	100%	100%	100%
2014		100%	100%	100%	100%	100%
2015		100%		100%	100%	100%
2016	100%	100%	100%		100%	100%
2017	100%	100%	100%	100%	100%	100%
2018		100%	100%		100%	100%

Number of people who are trained in aspects of operating the EOC.

Performance Narrative:

Result • Number • Annually YTD: 10 EOY: 10

Low Alarm	Low Warn	Target	High Warn	High Alarm
4	5	10		

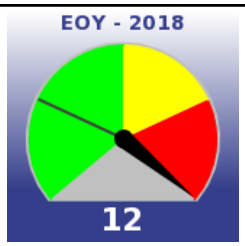
Year	EOY	YTD	EOY*
2013	11	11	11

generated by MFR Live - a Managing Results Product © 2010-2014

2014	20	20	20
2015	20	20	20
2016	8	8	8
2017	10	10	10
2018	10	10	10

Output :

Number of Emergency Operations Center (EOC) real-event activations provided.



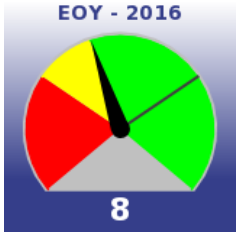
Performance Narrative:

Output • Number • Quarterly YTD: 7 EOY: 12

Low Alarm	Low Warn	Target	High Warn	High Alarm
		6	8	10

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2013	2	5	3	3	13	13
2014	0	2	4	2	8	8
2015	0	4	0	4	8	8
2016	3	5	2	0	10	10
2017	5	6	2	2	15	15
2018	0	1	6		7	12

Number of Emergency Operations Center (EOC) trainings provided.



Performance Narrative:

Output • Number • Quarterly YTD: 2 EOY: 8

Low Alarm	Low Warn	Target	High Warn	High Alarm
6	8	12		

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	YTD	EOY*
2013						
2014	3	3	3	4	13	13
2015	3	3	4	4	14	14
2016	2				2	8
2017						
2018						

Demand :

Number of Emergency Operations Center (EOC) real-event activations expected to be required.

Performance Narrative:

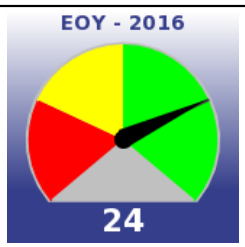
Demand • Number • Annually YTD: 6 EOY: 6

Low Alarm	Low Warn	Target	High Warn	High Alarm
		6	8	10

Year	EOY	YTD	EOY*
2013	6	6	6
2014	6	6	6
2015	6	6	6
2016	6	6	6
2017	6	6	6
2018	6	6	6

Number of Emergency Operations Center (EOC) trainings expected to be provided.

generated by MFR Live - a Managing Results Product © 2010-2014



Performance Narrative:

Demand • Number • Annually YTD: 24 EOY: 24

Low Alarm	Low Warn	Target	High Warn	High Alarm
16	20	24		

Year	EOY	YTD	EOY*
2013			
2014	24	24	24
2015	24	24	24
2016	24	24	24
2017			
2018			

generated by MFR Live - a Managing Results Product © 2010-2014